



State of Delaware's

"Official Mail Courier Service"

Messenger Services

Mail Processing Centers In Delaware

- **Messenger Services utilizes three mail processing center locations**

Main Processing Center

Government Support Services
100 Enterprise Place Suite 4
Dover, DE 19904
302-857-4571 - Fax: 302-739-3697
SLC: D100
Office Hours: 8:00 a.m. – 4:30 p.m.

Satellite Processing Center

Carvel State Office Building
820 French Street, 4th Floor
Wilmington, DE 19801
302-577-5087, Fax: 302-577-5096
SLC: C304
Office Hours: 8:00 a.m. – 4:30 p.m.

Satellite Processing Center

Stockley Center
Building C – 5
26351 Patriots Way
Georgetown, DE 19947
302-934-5066
SLC : S825
Office Hours: 7:00 a.m. – 3:00 p.m.

Satellite Processing Center

Herman Holloway Campus
Carvel Building
1901 North DuPont Highway
New Castle, DE 19720
302-255-2700
SLC : H150
Office Hours: 8:00 a.m. – 4:30 p.m.

- Mail centers do not accept any mail for same day processing and delivery to post office after 4:00 p.m.
- Customers delivering mail for same day post mark after 3:30 p.m. may possibly have the mail metered, but must deliver the mail to the post office themselves if same day delivery is required. Please call ahead to make arrangements for this process when assistance is needed.

Mail Acknowledgements

- 24 hour turn around service on interdepartmental mail to daily locations
- Discounted postal rates on first class letters processed as presort mail.
- Better postage savings on all properly addressed typed letters
- **Nine state** wide courier routes
- **Four mail processing centers; Dover, DE , Carvel Office Building Wilmington, DE and Stockley Center, Georgetown, De, and Herman Holloway Campus, New Castle, DE.**
- 4.3 million pieces of metered mail processed in 20098 utilizing Pitney Bowes Postage equipment
- Electronic postage billing for State of Delaware agencies
- Mail preparation and cost effective savings training offered upon request
- Automated Metered Mail Benefits
 - Greater postage discounts
 - Faster mail processing
 - Better, more consistent service



Money Returned to your Budget!

How?



Why worry year after year about budget issues, searching for that last drop in the bucket for funding?

You can cut your postage cost each month, while redirecting the duties of your staff where needed. Plus do away with unnecessary paperwork, writers cramps and trips to the post office for stamps.



- Discounted postage prices for your number 10 white legal size envelopes are possible through Messenger Services for State Agencies. Don't mail it at full postage rate of .46 cents, SAVE THAT MONEY! Mail those letters at the discounted rate of .36 cents per one and two ounce letters.

Price discount applies only to all letters that meet automation standards.

Envelopes must be addressed as follows

- Address delivery line – reflects the actual place of delivery. Street address or P.O. Box
- Last line reflects – City, State and zip code

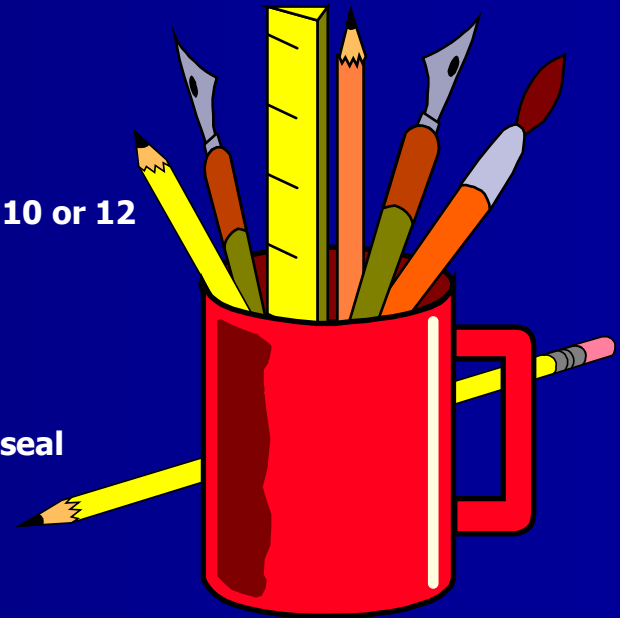
Address delivery line is directly above the last line on the envelope!

- Sorting those letters by zip code is an outdated function, contracted presort services is the present and future letter sorting process.
- Do away with your postage machine, yearly postage meter rental and maintenance agreements.
- Relieve your stress and headaches of assigning staff to deliver mail to the post office. Reassign that person other duties.

MAILPIECE DESIGN

USPS Metered Mail Requirements

- Received USPS metered mail is delivered 1-4 days to recipient when meeting USPS addressing regulations
- Mail piece must be correctly addressed
- Address is typed, not hand written. Font Style should be 10 or 12
- Bar code zone on envelope is clear of writing or logo's
- Envelopes must be sealed. Messenger Services does not seal envelopes.



UNITED STATES POSTAL SERVICE

SOURCES OF INFORMATION

- **Local Postal Personnel**

Mailpiece Design Analyst
(610) 882-3310

Reviews layouts before printing,
provides free Reply Mail artwork,
free design publications &
templates.

Mailing Requirements Clerk
(610) 882-3222
Explains Postal requirements
concerning rates, mail sortation
& preparation.

- **National Contact**

National Customer Support Center
(800) 238-3150

Postal services available for your address data base. Lists of certified CASS & PAVE software. NCOA, ACS, Move Update Information. Free Postal publications.

UNITED STATES POSTAL SERVICE SOURCES OF INFORMATION

- **US Postal Service Web site**

www.usps.com

Latest information, Postal Bulletin, vendors list, ZIP+4 lookup, forms and publications available for downloading, *lots of stuff!*

pe.usps.gov

Business Mail 101, Mailpiece Design

- **Free Subscription**

Mailers Companion

Address Quality

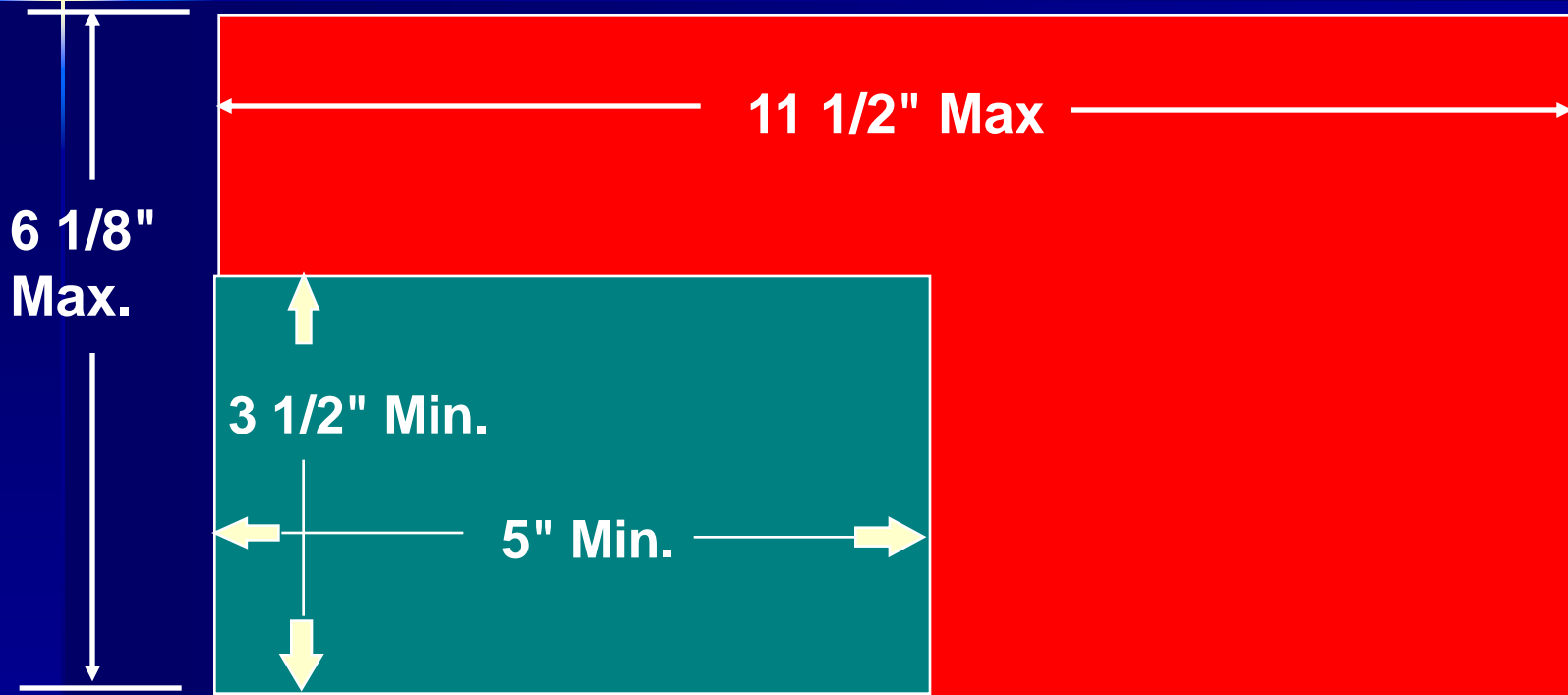
US Postal Service

6060 Primacy Pkwy Ste 201

Memphis TN 38188-0001

MACHINABILITY STANDARDS

Letter Dimensions



Thickness can be between $.007"$ - $\frac{1}{4}"$
(sizes over $4 \frac{1}{4}"$ X $6"$ must be a minimum of $.009"$ thick)

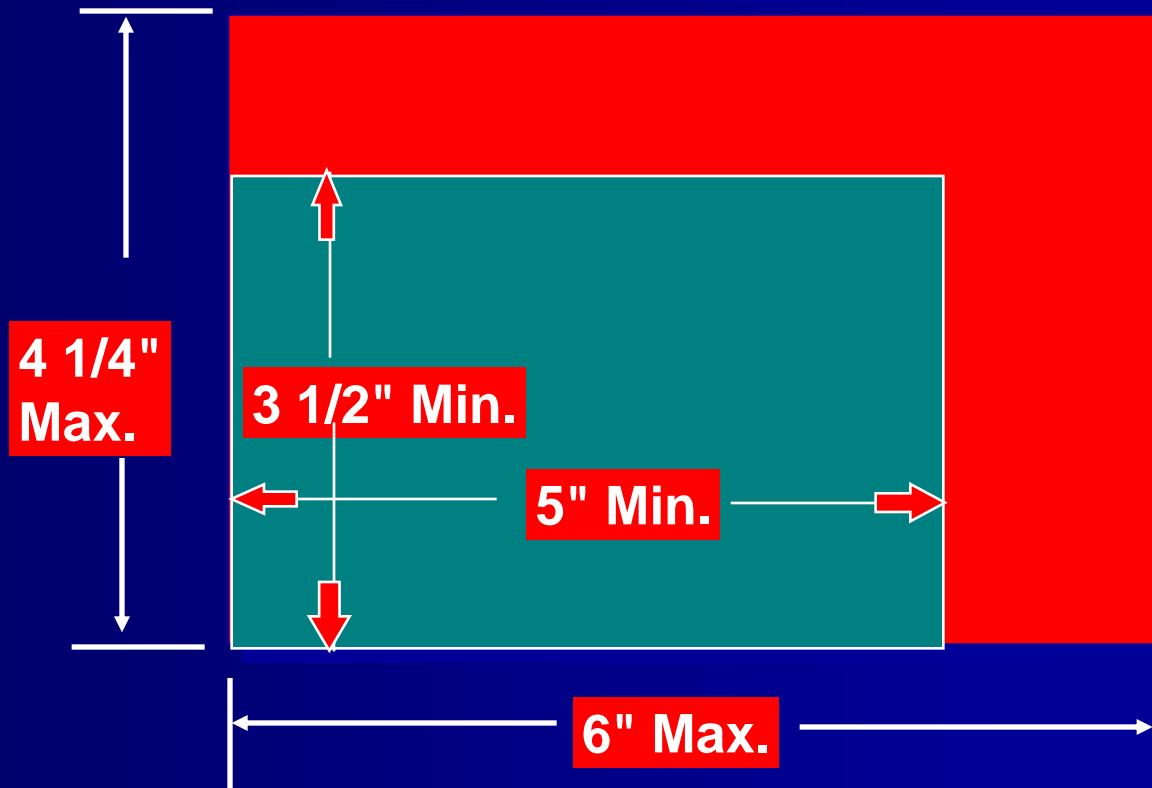
MACHINABILITY STANDARDS

Postcard Dimensions

Postcards

Thickness:
.007" - .016"

Oversized cards:
.009" minimum



MACHINABILITY STANDARDS

Shape

- ^s Rectangular

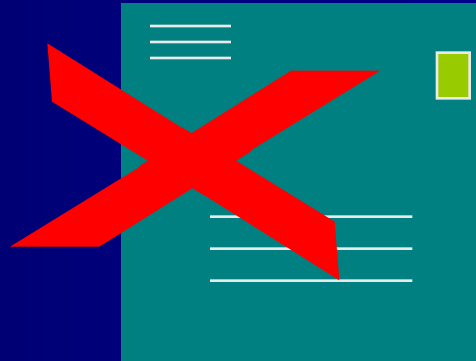
Height



Length

- Square

Height?



Length?

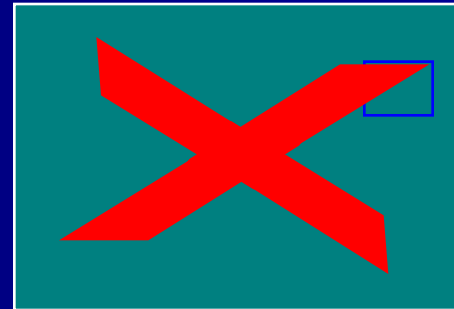
MACHINABILITY STANDARDS

Aspect Ratio

Length Divided by Height = **1.3 - 2.5**

Unacceptable
 $5 \div 4 = 1.25$

4"



5"

Acceptable
 $6 \div 4 = 1.5$

4"

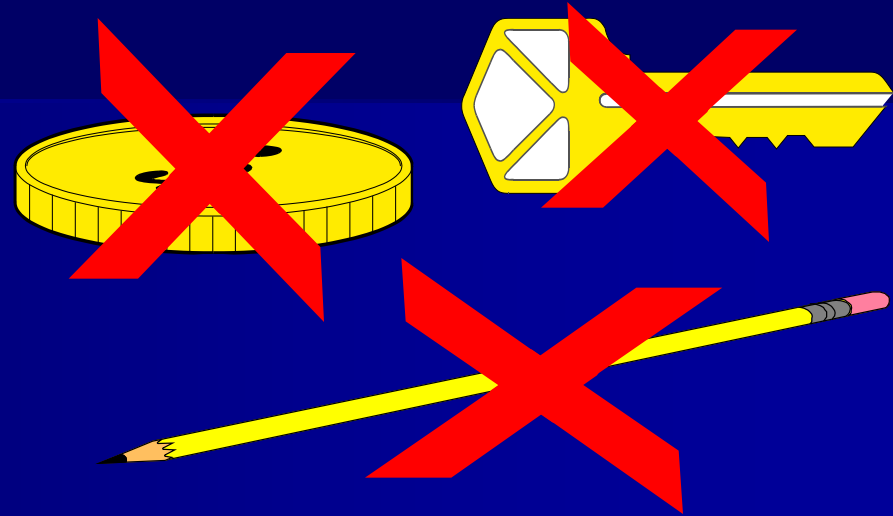


6"

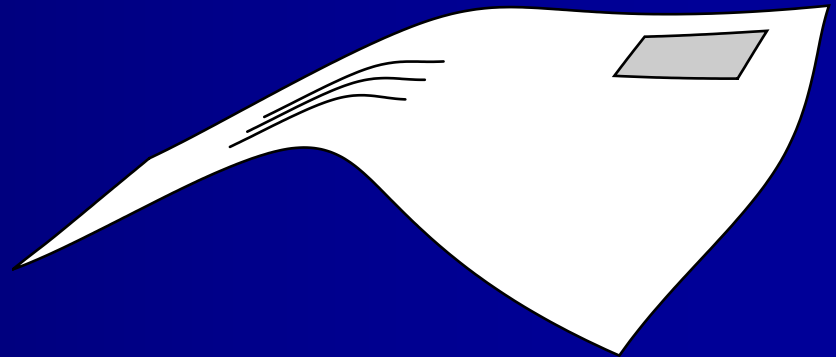
***Aspect
Ratio***

MACHINABILITY STANDARDS

■ RIGIDITY



■ FLEXIBILITY



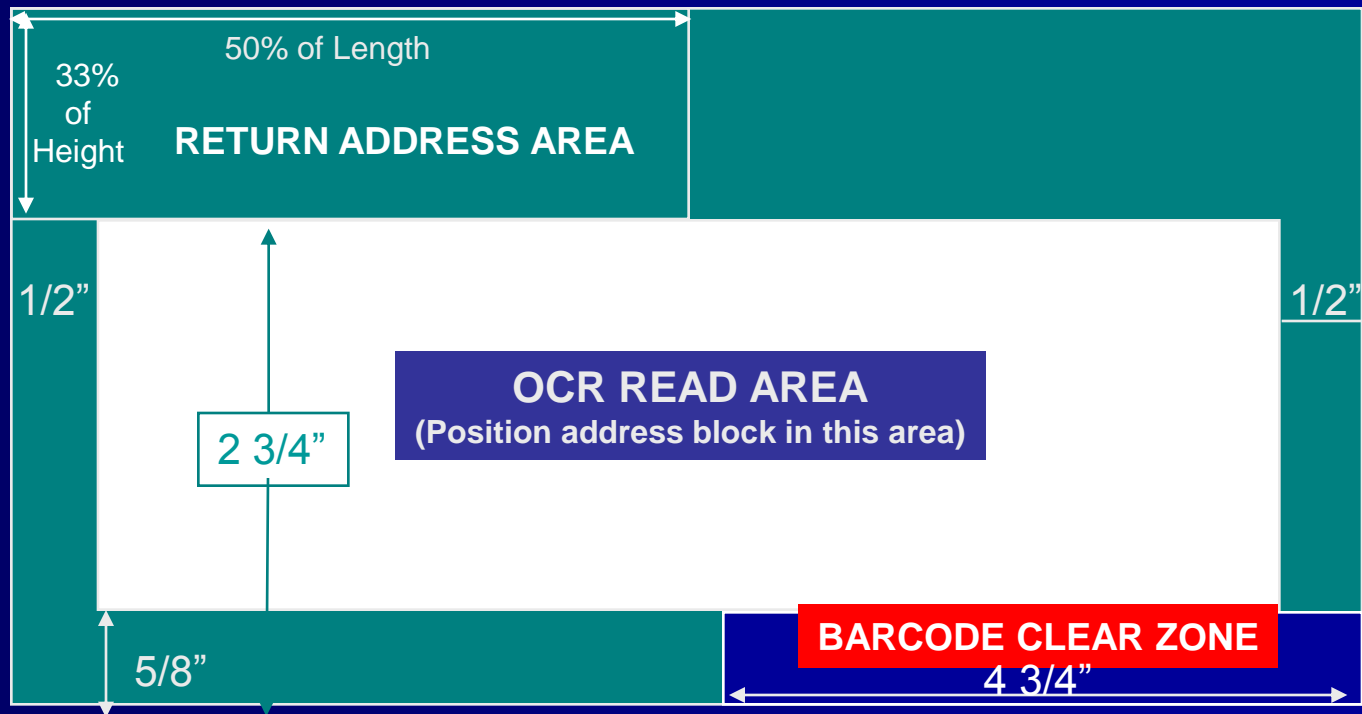
MACHINABILITY STANDARDS

Polywrap, Polybag, Shrink-wrap



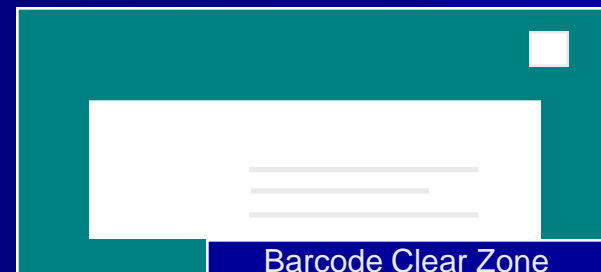
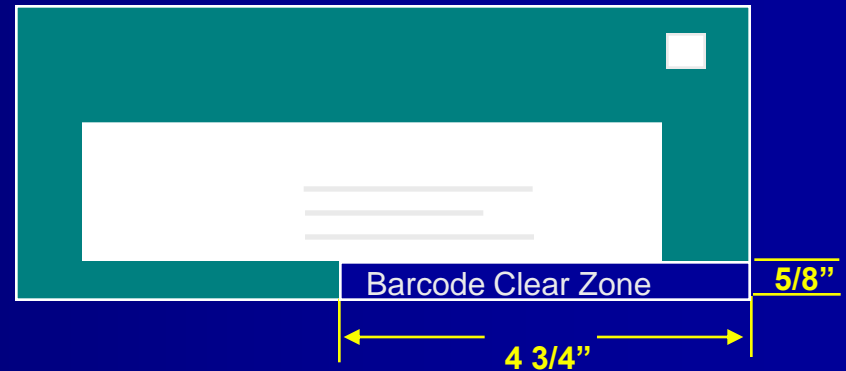
READABILITY STANDARDS

Letter Mail



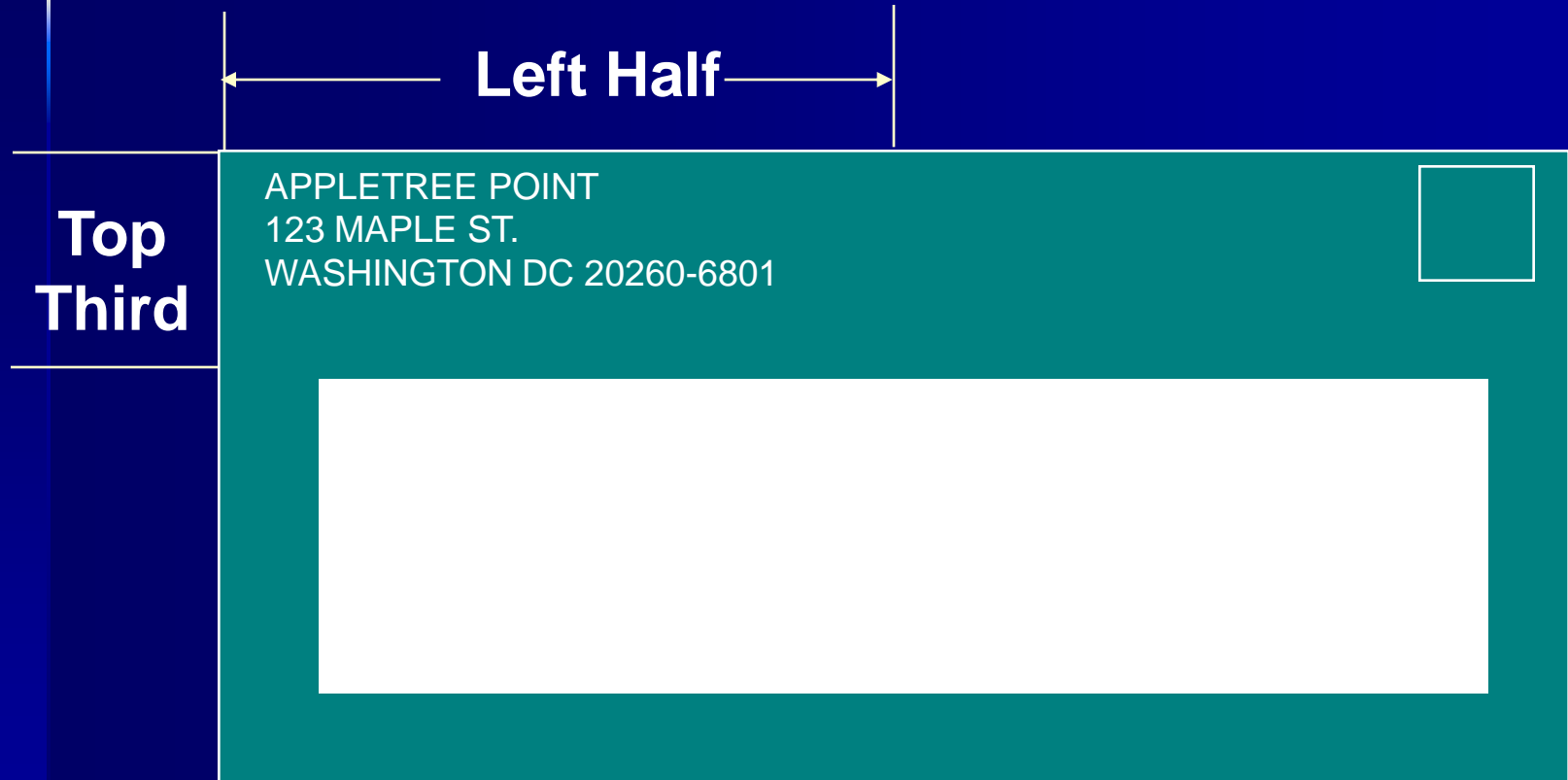
READABILITY STANDARDS

Barcode Clear Zone



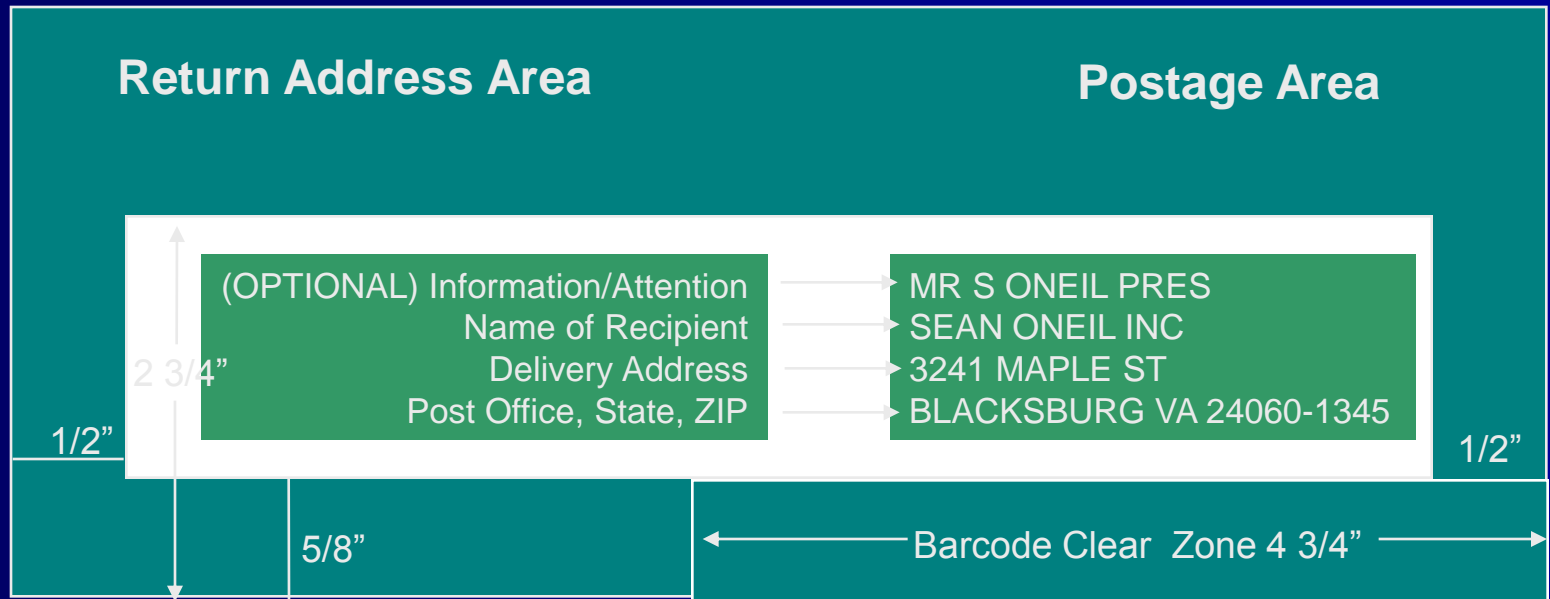
READABILITY STANDARDS

Return Address



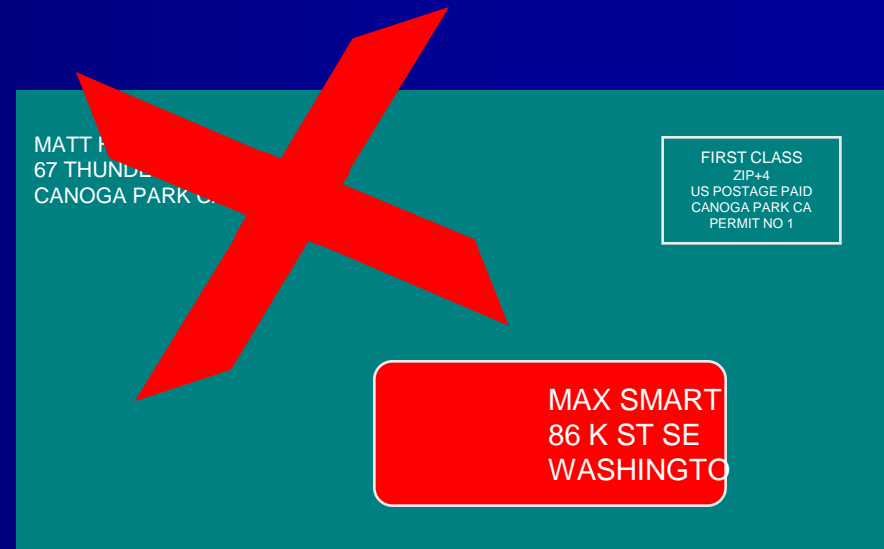
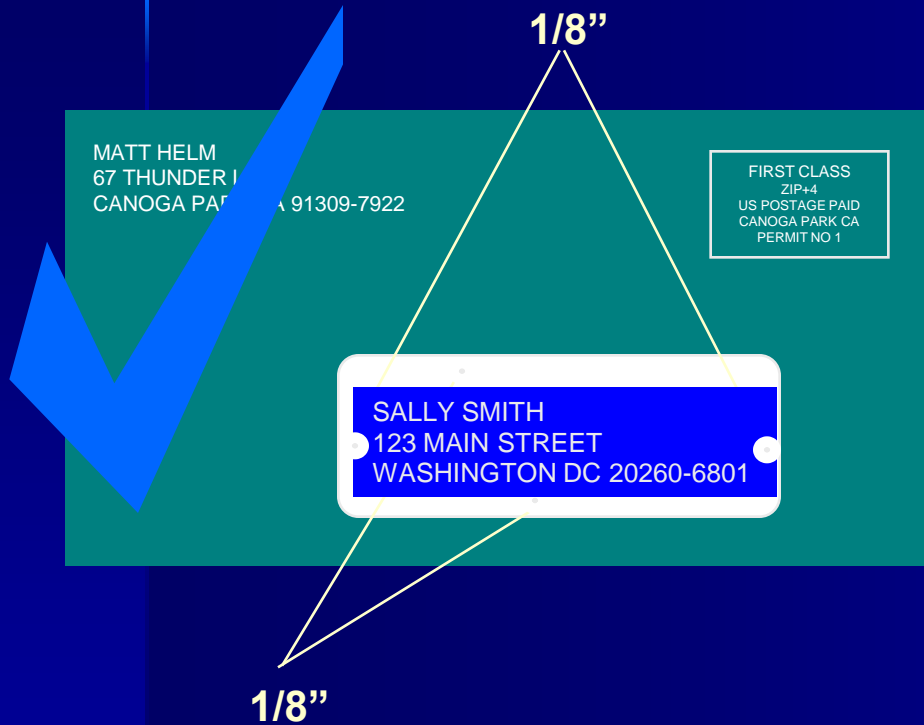
READABILITY STANDARDS

Addressing Standards



READABILITY STANDARDS

Insert Shift



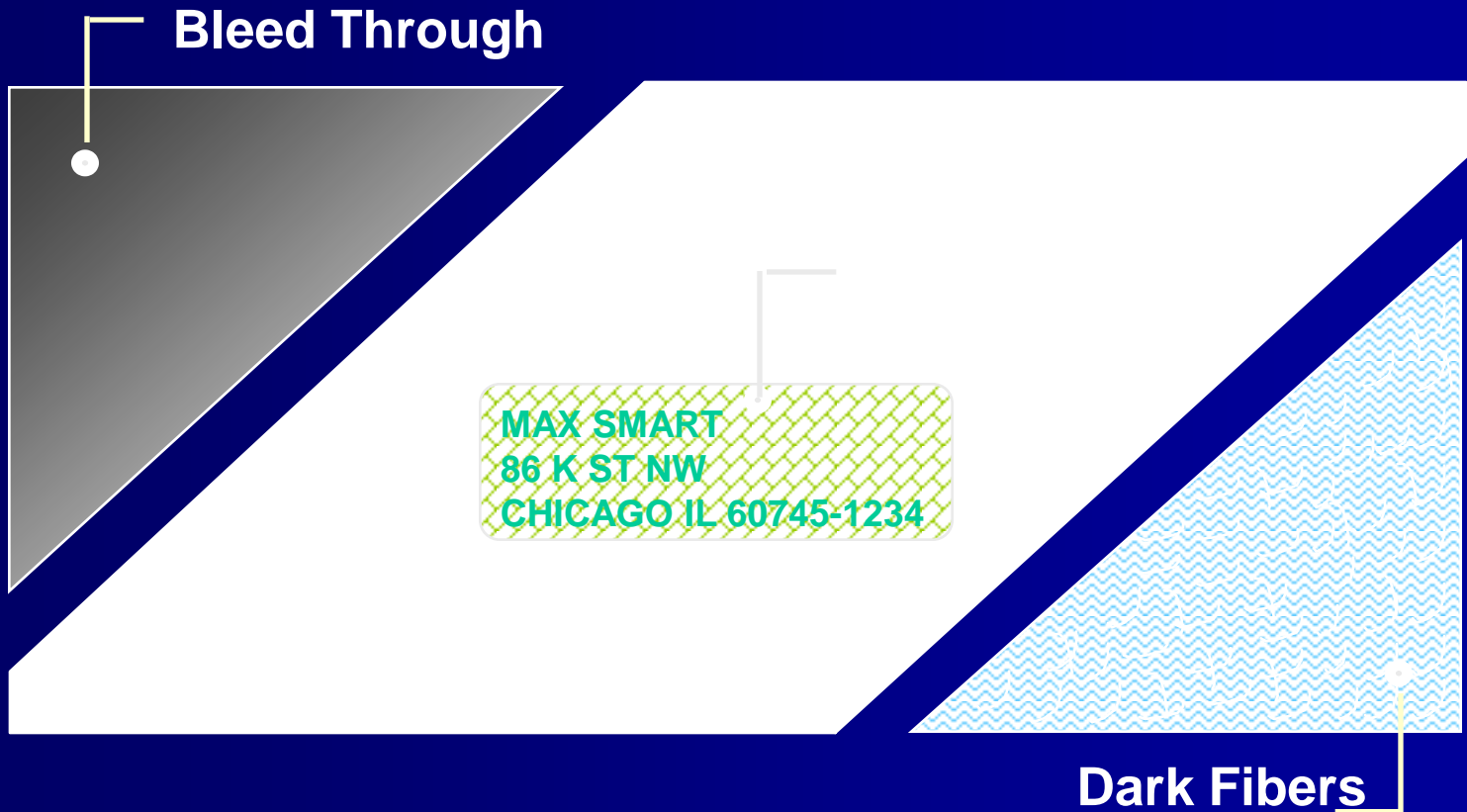
READABILITY STANDARDS

Contrast

<p>ABC Company 1 Main St LOS ANGELES CA 90214-1304</p> <p>BOB SMITH XYZ COMPANY 9876 ELM ST STE 110 LOS ANGELES CA 90214-1304</p> 	<p>ABC Company 1 Main St LOS ANGELES CA 90214-1304</p> <p>BOB SMITH XYZ COMPANY 9876 ELM ST STE 110 LOS ANGELES CA 90214-1304</p> 	<p>ABC Company 1 Main St LOS ANGELES CA 90214-1304</p> <p>BOB SMITH XYZ COMPANY 9876 ELM ST STE 110 LOS ANGELES CA 90214-1304</p> 	<p>ABC Company 1 Main St LOS ANGELES CA 90214-1304</p> <p>BOB SMITH XYZ COMPANY 9876 ELM ST STE 110 LOS ANGELES CA 90214-1304</p> 
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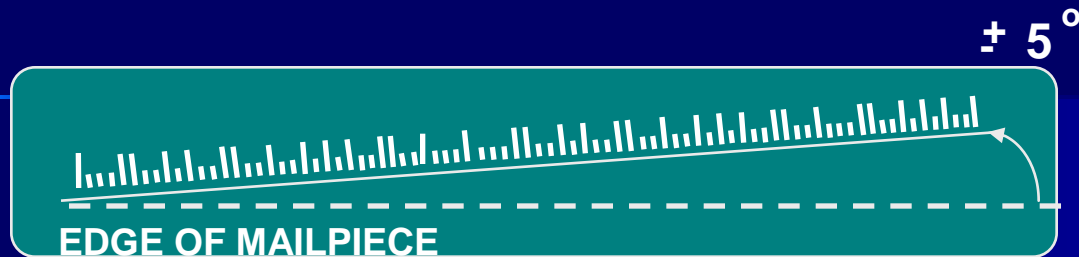
READABILITY STANDARDS

Background Interference



BARCODING

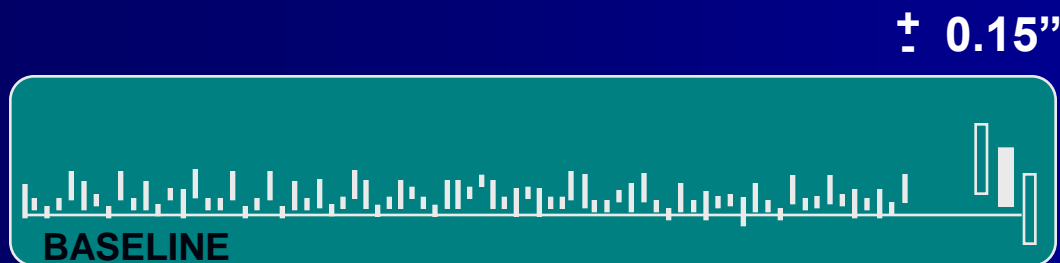
Skew



**Positional
Skew** $\pm 5^\circ$



**Rotational
Skew** $\pm 5^\circ$



**Baseline
Shift** $\pm 0.15''$

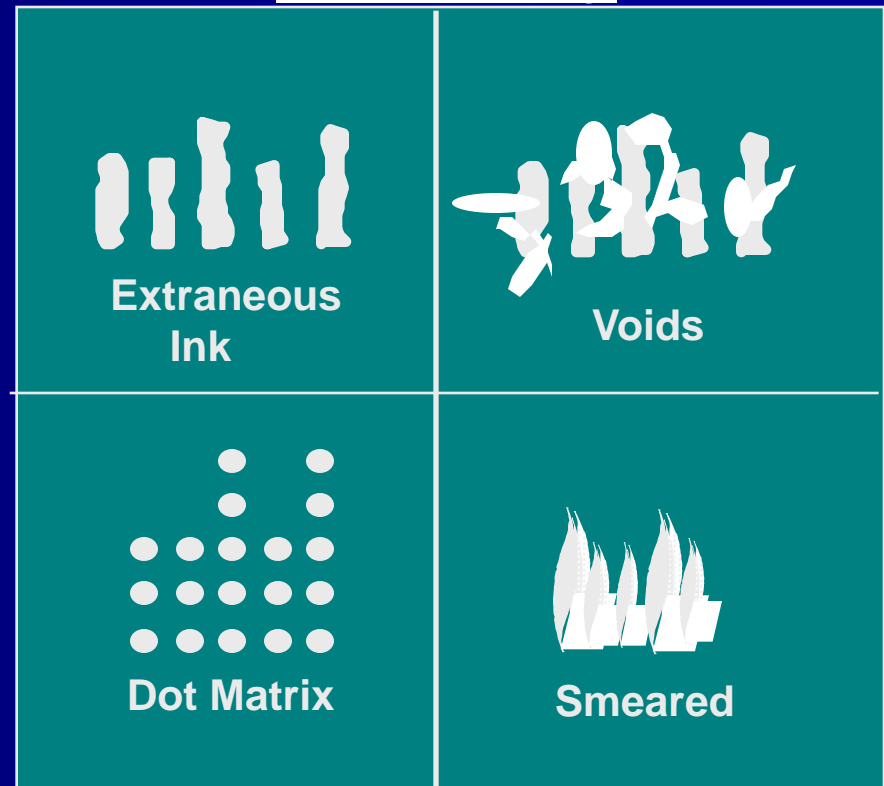
BARCODING

Accuracy and Readability

Accuracy



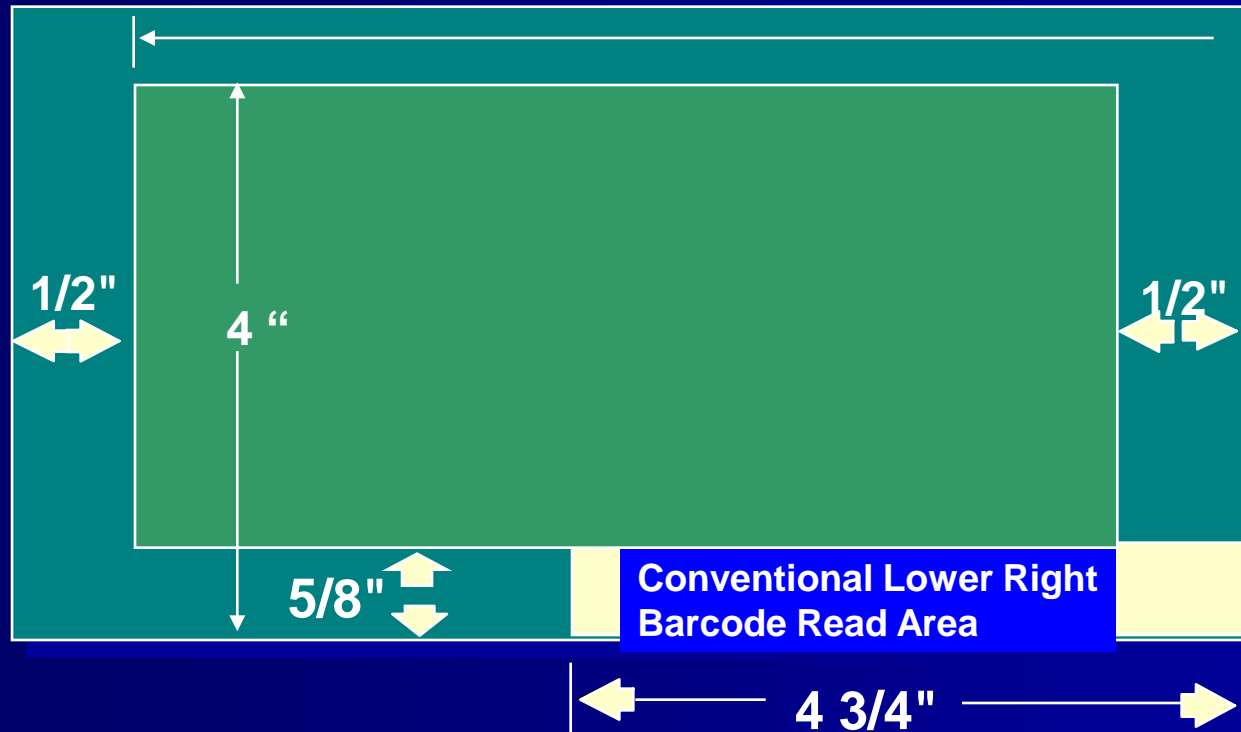
Readability



BARCODING

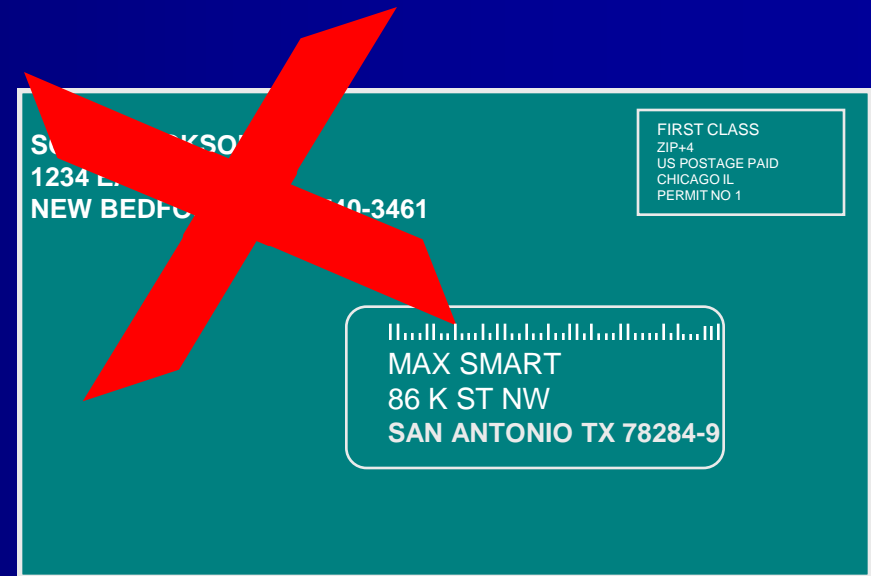
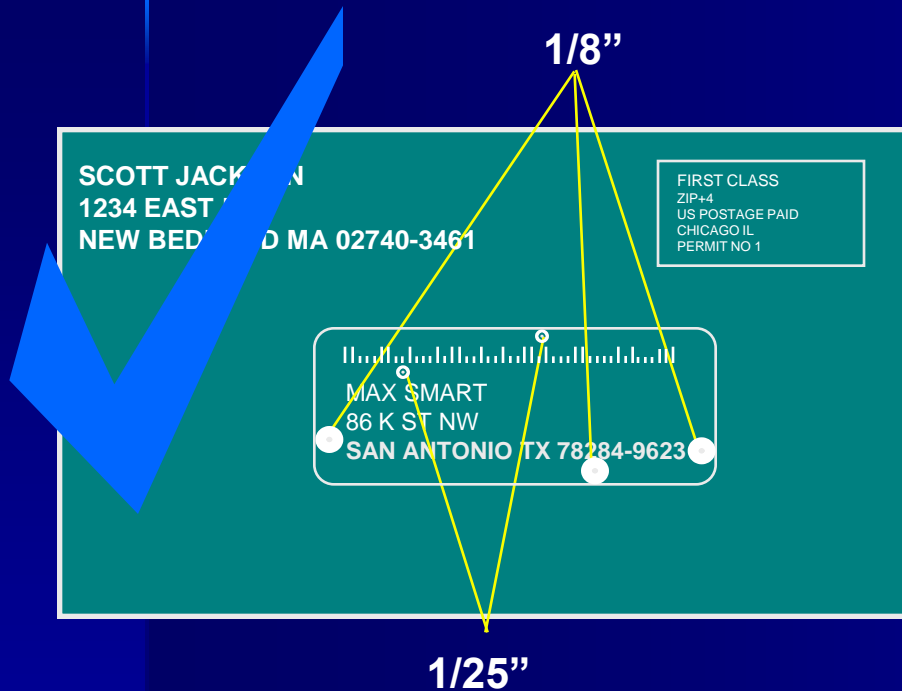
Address Block Bar Code Read Area

Left most bar in address block at $10 \frac{1}{2}$ " maximum from right edge



BARCODING

Insert Shift



ENDORSEMENTS

- Four acceptable endorsements:

- Address Service Requested
- Return Service Requested
- Change Service Requested
- Forwarding Service Requested

- Change Service must be used in conjunction with electronic notification.
- Forwarding Service Requested does not meet the Move Update Requirements for FCM Presort or FCM Automated.

ENDORSEMENTS

Acceptable Locations

Postal Business Center
2035 Hurley Way Ste 200
Sacramento CA 95825-3209

1 Address Service Requested

3 Address Service Requested

**Stamp
or Meter**

4 Address Service Requested

2 Address Service Requested
U.S. POSTAL SERVICE
3775 INDUSTRIAL BLVD
WEST SACRAMENTO CA 95799-0070

Certified Mail Forms

USPS regulations require mailers to complete and affix the following two forms to an envelope when presenting mail for processing as certified mail.

Messenger Service is unable to meter, process and present certified mail to the post office unless customer completes the attached forms to envelopes.

Please affix completed green card on the back of your envelope. **Do not affix addressed green card on the front of the envelope as the address for the envelope.**

Bar coded white slip is to have address completed and affixed to the front of the envelope. Affix slip as far to the left, under return address of envelope as possible. Do not affix slip On the far right of the envelope.

7002 1000 0004 6706 2407

CERTIFIED MAIL

7002 1000 0004 6706 2407

7002 1000 0004 6706 2407

OFFICIAL USE

U.S. Postal Service
CERTIFIED MAIL RECEIPT
Download the only to track the delivery of mail

1. Sender's Name
2. Addressee's Name
3. Addressee's Address
4. Addressee's City, State, ZIP+4[®]
5. Addressee's Country
6. Addressee's Phone Number
7. Addressee's Fax Number
8. Addressee's E-mail Address
9. Addressee's Business Hours
10. Addressee's Business Type
11. Addressee's Business Size
12. Addressee's Business Industry
13. Addressee's Business Sector
14. Addressee's Business Subsector
15. Addressee's Business Division
16. Addressee's Business Department
17. Addressee's Business Unit
18. Addressee's Business Function
19. Addressee's Business Title
20. Addressee's Business Position
21. Addressee's Business Role
22. Addressee's Business Responsibility
23. Addressee's Business Authority
24. Addressee's Business Influence
25. Addressee's Business Impact
26. Addressee's Business Contribution
27. Addressee's Business Value
28. Addressee's Business Benefit
29. Addressee's Business Outcome
30. Addressee's Business Result
31. Addressee's Business Achievement
32. Addressee's Business Success
33. Addressee's Business Performance
34. Addressee's Business Effectiveness
35. Addressee's Business Efficiency
36. Addressee's Business Productivity
37. Addressee's Business Quality
38. Addressee's Business Quantity
39. Addressee's Business Frequency
40. Addressee's Business Duration
41. Addressee's Business Intensity
42. Addressee's Business Extent
43. Addressee's Business Scope
44. Addressee's Business Range
45. Addressee's Business Depth
46. Addressee's Business Breadth
47. Addressee's Business Height
48. Addressee's Business Width
49. Addressee's Business Length
50. Addressee's Business Volume
51. Addressee's Business Weight
52. Addressee's Business Mass
53. Addressee's Business Density
54. Addressee's Business Concentration
55. Addressee's Business Dispersion
56. Addressee's Business Distribution
57. Addressee's Business Allocation
58. Addressee's Business Assignment
59. Addressee's Business Delegation
60. Addressee's Business Authorization
61. Addressee's Business Permission
62. Addressee's Business Approval
63. Addressee's Business Consent
64. Addressee's Business Agreement
65. Addressee's Business Understanding
66. Addressee's Business Recognition
67. Addressee's Business Acknowledgment
68. Addressee's Business Acceptance
69. Addressee's Business Assent
70. Addressee's Business Approval
71. Addressee's Business Consent
72. Addressee's Business Agreement
73. Addressee's Business Understanding
74. Addressee's Business Recognition
75. Addressee's Business Acknowledgment
76. Addressee's Business Acceptance
77. Addressee's Business Assent
78. Addressee's Business Approval
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88. Addressee's Business Agreement
89. Addressee's Business Understanding
90. Addressee's Business Recognition
91. Addressee's Business Acknowledgment
92. Addressee's Business Acceptance
93. Addressee's Business Assent
94. Addressee's Business Approval
95. Addressee's Business Consent
96. Addressee's Business Agreement
97. Addressee's Business Understanding
98. Addressee's Business Recognition
99. Addressee's Business Acknowledgment
100. Addressee's Business Acceptance

SENDER:

1. Complete item 1 and item 2 for additional services.
2. Complete item 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100.

ADDRESSEE:

1. Addressee's Name
2. Addressee's Address
3. Addressee's City, State, ZIP+4[®]
4. Addressee's Country
5. Addressee's Phone Number
6. Addressee's Fax Number
7. Addressee's E-mail Address
8. Addressee's Business Hours
9. Addressee's Business Type
10. Addressee's Business Size
11. Addressee's Business Industry
12. Addressee's Business Sector
13. Addressee's Business Division
14. Addressee's Business Department
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41. Addressee's Business Scope
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52. Addressee's Business Concentration
53. Addressee's Business Dispersion
54. Addressee's Business Distribution
55. Addressee's Business Allocation
56. Addressee's Business Assignment
57. Addressee's Business Delegation
58. Addressee's Business Authorization
59. Addressee's Business Permission
60. Addressee's Business Approval
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71. Addressee's Business Understanding
72. Addressee's Business Recognition
73. Addressee's Business Acknowledgment
74. Addressee's Business Acceptance
75. Addressee's Business Assent
76. Addressee's Business Approval
77. Addressee's Business Consent
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79. Addressee's Business Understanding
80. Addressee's Business Recognition
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85. Addressee's Business Consent
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87. Addressee's Business Understanding
88. Addressee's Business Recognition
89. Addressee's Business Acknowledgment
90. Addressee's Business Acceptance
91. Addressee's Business Assent
92. Addressee's Business Approval
93. Addressee's Business Consent
94. Addressee's Business Agreement
95. Addressee's Business Understanding
96. Addressee's Business Recognition
97. Addressee's Business Acknowledgment
98. Addressee's Business Acceptance
99. Addressee's Business Assent
100. Addressee's Business Approval

USPS regulations require mailers to complete the following forms to an envelope when presenting mail for processing as registered mail.

Pink signature card is for air mail.

Receipt for Registered Mail.
(PS form number 3806)

Brown package tape across the sealed flap of envelope. Without this tape, USPS will not accept for processing.

SENDER: <input type="checkbox"/> Complete items 1 through 3 for additional costs. <input type="checkbox"/> Complete items 1, 2, 3, and 4. <input type="checkbox"/> Print your name and address on the outside of the box so that we can return the parcel to you. <input type="checkbox"/> Attach this form to the front of the package, so we can track the parcel more easily. <input type="checkbox"/> Print "Return Sender" (see example) if it is not clear whose the parcel is from. <input type="checkbox"/> Put an "X" in the box below to indicate the type of item. <input type="checkbox"/> Put an "X" in the box below to indicate the type of item.		<input type="checkbox"/> I wish to receive the following services (for an extra fee): 1. <input type="checkbox"/> Addressed Air Parcel 2. <input type="checkbox"/> Registered Delivery
3. Article Addressed to: 4. Article Number: 5. Service Type: <input type="checkbox"/> Registered <input type="checkbox"/> Certified <input type="checkbox"/> Express Mail <input type="checkbox"/> Insured <input type="checkbox"/> Return Receipt for Your service <input type="checkbox"/> COD	6. Date of Delivery: 7. Addressee's Address (only if requested and free to post):	
8. Received by (Print Name): 9. Signature (Artisan or Agent):		10. Date of Delivery: 11. Addressee's Address (only if requested and free to post):

POSTAL SERVICE OF THE UNITED STATES OF AMERICA <i>Administration des Postes des Etats-Unis d'Amérique</i>	CB <small>Marked for the office concerning the postage history of historic postageless items</small>
PAR AVION	
POSTAL SERVICE <small>Service des Postes</small> To be returned by the addressee (return to the addressee and postage free)	RETURN RECEIPT <i>avis de réception</i> To be filled out by the sender, who will indicate the address to the return of the receipt. A receipt for the postageless item, postageless and addressee, must be sent by the addressee only.
Name of Firm _____ Street and No. _____ City, State and ZIP Code _____	Name of Firm _____ Street and No. _____ City, State and ZIP Code _____
UNITED STATES OF AMERICA <small>Mar. 1985</small>	

United States Postal Service
REGISTERED MAIL

RM 442 039 616 US

Labels 500, 100, 1000 (1022222) 92-M-1000

Registered No.		Date Stamp
Acc. No. \$		
Registered	Registered	
C-0720	REG0010	
POSTAGE	Registered	
Received by	CGHCCV	
Customer Mail Card	<input type="checkbox"/> 90% Retail <input type="checkbox"/> 10% Wholesale	Detachable Insurance up to \$50,000 is provided in the box separate from this form. See instructions on back. (See Reverse)
Customer Mail Value \$		
FRONT		
1		

Steps to ensuring delivery of interdepartmental mail

Essential addressing requirements of interdepartmental mail with correct SLC codes have been assigned to help insure your mail is able to achieve the 24 turn around delivery time between agencies.

Complete SLC code, "State Location Code", is required.

The SLC code assigned to your agency will begin with one of three letters;

- N – state agencies assigned to the New Castle County Courier route
- D – state agencies assigned to the Dover, (Kent County) Courier route.
- S – state agencies assigned to the Sussex County Courier route.

Last part of the SLC code are three numerical digits. Should a state location have multiply agencies utilizing the same building and three number, a suffix letter starting has been additionally assigned to the numbers as part of the address.

SLC code reflects the following information:

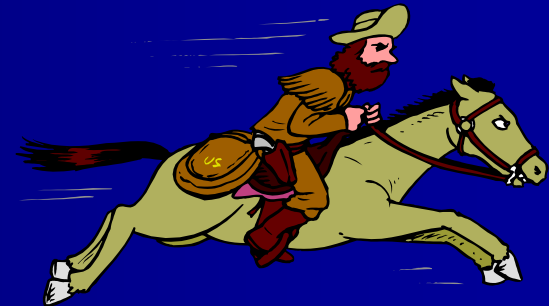
- Building location on each assigned courier route.
- State agency and/or public school district office.
- Section in the agency where piece of mail is to be delivered
- Name of the school within the school district.
- Most importantly, the name of the person you are mailing your information to.
- Always cross out last address on envelope before readdressing the envelope.



Which way did it go?

"Official Mail Courier"

- Messenger Services utilizes **nine** statewide courier routes to distribute and retrieve mail from the state agencies.
- Kent County has **four** established courier routes. These routes cover from Smyrna to Woodside Delaware. Starting time for Kent routes each morning is 8:00 a.m.
- New Castle County has **three** established courier routes. These routes cover all of New Castle County extending down into the Middletown and Odessa Delaware area. Starting time for New Castle routes each morning is 8:30 a.m.
- Sussex County has **two** established courier routes. These routes covers from Felton to Delmar, Ellendale, Georgetown, Selbyville and Lewes Delaware. Starting time for Sussex courier route is 7:30 a.m.
- Messenger Service evening courier route transports interdepartmental mail between each mail center in each county during the evening hours. This route originates out of Sussex County traveling to Kent and New Castle County backtracking to Kent County with completion of the route when returning to Sussex County. Starting time for this route is 3:00 p.m. daily.
- Special pickup service is possible for mass mailings when prearranged requests are submitted.
- A 5 box limitation per customer has been established per pickup location. We request customers to please place a courtesy call to the mail room when shipping boxes, large objects or mass mailings. Please call 302-857-4570.
- In the event of inclement weather, Messenger Services will generate a special news bulletin posted on the Courier Service Delay Notice page of our website:
<http://www.state.de.us/dss/messenger/outage.shtml>



Services We Don't Perform

The following items are not to be presented to Messenger Services for transporting nor for processing by the mail center:

- Bio- hazardous materials.
- Life stock, animals, reptiles dead or alive.
- Personal gifts, clothing or similar items considered non job related.
- Cash money, checks, money orders, credit cards.
Messenger Services is not responsible for transporting cash monies unknowingly that become lost en-route to any location.
- Office Furniture, computers, file cabinets, etc. – Contact Surplus Property for these items.
- Items considered perishable and extremely valuable.
- Trash, materials considered waste materials of any nature.
- **Achievable files – agencies are to contact Hall of Records to schedule retrieval service arrangements for any files intended to be archived according to Delaware code.**